

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 04-0453

ORIGINAL

Regarding a complaint by (Person making the complaint): Gary T. Pierce

Against (Utility name): Ameren CELCO

As to (Reason for complaint) overcharges

in Springfield Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 2313 Catalina Lane Springfield, IL 62702

The service address that I am complaining about is 1940 E. JACKSON ST Springfield, IL 62703

My home telephone is (217) 544-7680

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (217) 544-7680

(Full name of utility company) Ameren CELCO (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Part 280

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

1. On April 30, 2004, I received a bill for \$552.42. I called Cileco and stated that I did not owe this amount. The representative stated that they were not properly charging me for services.
2. Cileco sent out technicians to see what went wrong on the meter readings. The building has two meters, one connected to the water heater the other to the two furnaces. I explained this to the technicians. One stated that the bill was wrong.
3. I explained to Cileco that I kept one thermostat locked up, and that there is no way that my bill should be that high, even if at commercial rates. Please clearly state what you want the Commission to do in this case:
I want these overcharges dropped, I should not be responsible if they were not reading the meters correctly, even though I believe they were, they just want to charge commercial rates.

Date: 07/01/04
(Month, day, year)

Complainant's Signature Gary Pierce

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

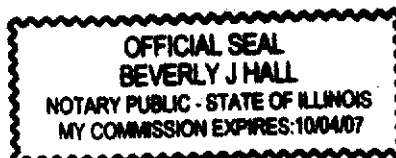
A notary public must witness the completion of this part of the form.

I, Gary T. Pierce, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Gary Pierce

Subscribed and sworn/affirmed to before me on (month, day, year) 7-1-04

Bry J. Hall
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.